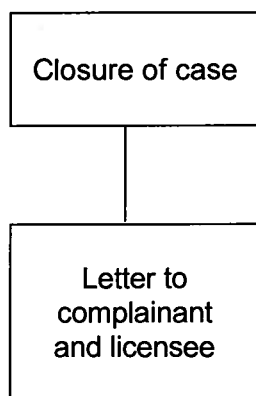


PROCEDURE FOR DISPOSITION OF COMPLAINTS

- Formal written complaint received and referred to Complaint Coordinator for logging, opening of case file, and summary.
- Complaint is reviewed by Investigator and Director for jurisdiction determination for further direction.
- Letter of acknowledgement to complainant explaining necessity for confidentiality.
- Letter to licensee requesting response to enclosed complaint.
- Response of licensee received and summary documented in case file.
- Response summarized or forwarded in full to complainant for comment.
- Response of complainant received and summary documented in case file.
- Case file placed on the agenda of Complaint Committee for direction.
- At conclusion of Complaint Committee investigation, Committee acts by finding one of the following:

NO PROBABLE CAUSE



PROBABLE CAUSE

